

# GSA Link

Issue 5

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## MESSAGE FROM THE REGIONAL ADMINISTRATOR



Regional Administrator Larry Trujillo

Being a good neighbor and a good partner is very important to GSA. While being a good partner with our federal customer agencies is and should be a primary focus of our organization, there are also many examples where our partnering efforts have gone beyond the norm and outside the box – providing our first line customers and our own organization with progressive and often surprising benefits. One such example is our partnering efforts with the City of Lakewood and the Regional Transportation District (RTD).

For quite some time now, you have been hearing or reading about potential projects on the Denver Federal Center, namely the RTD transit station and the proposed relocation of St. Anthony's Central Hospital. While we are still working through the numerous processes, GSA is proud to report that both projects are well on their way to becoming a reality. Because of our long standing partnership and planning efforts with the City, we are able to take a vision and make it a win-win reality.

In about one year, we hope to be on our way to providing more centrally located transit, hospital services and other amenities to both our federal and local communities. In addition, some creative thinking and perseverance has led us to a unique type of property disposal that will allow us to reinvest the proceeds from the disposal process back into the Federal Center, thus providing even more benefit to our federal customers.

Within a month, GSA will also commence a Master Site Plan for the entire Federal Center site. With the proposed hospital and transit stations as anchors, we will look at future redevelopment opportunities, with a specific focus on how GSA can creatively address the challenges of our aging facility and meet the modern space needs of our federal customers on a long-term basis. It will also address how further partnering with the City and others can enhance the surrounding community of which we are an integral part. This planning effort will include significant public involvement, and there will be many opportunities to share your ideas and thoughts about the future of the Federal Center.

US Senators Wayne Allard and Ken Salazar recently attended a briefing and tour on the Federal Center. Lakewood City Mayor Steve Burkholder and City Manager Mike Rock; St. Anthony's Hospital CEO George Zara; and RTD General Manager Cal Marsella were on hand to provide current information to the Senators on the redevelopment effort. GSA Associates Lisa Morpurgo and Scott Conner also made presentations on behalf of GSA. After the briefings, the Senators announced their co-sponsorship of legislation, which would broaden GSA's authority in the redevelopment effort. This legislation is seen as useful in the long-range service to our Federal Center customers.

Special thanks and recognition to the following GSA associates who have worked long and hard on the DFC redevelopment effort to get us where we are today:

- Paul Prouty
- Scott Conner
- Lisa Morpurgo
- Leigh Ann Bunetta
- Michael Bieda

GSA is very excited about these projects. Being a good neighbor and a good partner has opened up some exciting possibilities for all of us, and we look forward to our future and to making our vision a reality.

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## OUR SERVICES

### FTS in Region 8 Prepares for Reorganization – Tami Harlow & John Knight

Region 8 FTS is very excited about the pending reorganization of the Federal Technology Service (FTS) and Federal Supply Service (FSS) into the Federal Acquisition Service (FAS). This reorganization is a very important part of the overall effort to improve the federal acquisition process and it will significantly improve GSA's effectiveness in meeting the increasing requirements of federal agencies for excellent acquisition services.

This proposed reorganization will not only merge FTS and FSS into the FAS, but will also merge the Region 8 and Region 6 FAS into one operation. Our two regions are proposed to be FAS, Zone E. Our Network Services Division currently provides local dial tone and expanded services to six states including:

- Colorado
- Montana
- North Dakota
- South Dakota
- Utah
- Wyoming

We maintain 23,000 telephone lines at 900 customer locations. The Information Technology Solutions Client Support Center (ITS CSC) and the Professional Services Division (PSD) provide assisted acquisition services to numerous customers throughout the region and to customers throughout the United States. The reorganization enables us to expand our customer base into four additional states:

- Iowa
- Kansas
- Missouri
- Nebraska.

In moving toward the new organization, Region 8 FTS added several vital positions to the current organization in the past year.

These include:

- A full-time acquisition director
- 6 contract specialists
- 7 new contracting officers

These individuals bring a wealth of contracting knowledge and are a welcome addition to Region 8 FTS. The addition of these individuals will only enhance our capability to support our valued customers by providing compliant assisted acquisition services and solutions.

Pending the reorganization, FTS undertook a realignment to improve our acquisition processes in order to assure our focus is clearly on the customer and to resolve issues within the assisted acquisition functions. Listed below are the managers of each of the key elements within the Service:

Acting FTS ARA  
**Ben Gonzales**

Acquisition Director  
**Paul Ross**

Financial Manager  
**Penny Grout**

Network Services Division Director  
**Renata Drake**

NorthCom/SpaceCom Team Manager  
**Mike Rogers**

Combined Team Manager  
**Lori Rhodes**

We in Region 8 FTS have enjoyed an excellent, long-standing relationship with both FSS and the Heartland Region. We look forward to working together to make our new organization a customer-centered, world-class organization.

### Fleet Services Card – Anna Friend

GSA Fleet's low rate structure for full-service leases includes fuel and maintenance for each vehicle. We proudly provide a Fleet Services Card with the vehicles for the purchase of fuel and minor maintenance. GSA Fleet is using the "Voyager Fleet Card" under contract with Citibank. This card program offers widespread acceptance for customer drivers and innovative technology behind the scenes to help GSA Fleet keep costs down.

For additional information, please visit <http://www.gsa.gov/vehicleleasing>



## ANNOUNCEMENT

### Alternative Fuel Vehicle Information – Anna Friend

The Alternative Fuels Data Center is a vast collection of information on alternative fuels and the vehicles that use them. Alternative fuels described here are those defined by the Energy Policy Act of 1992 including:

- Biodiesel
- Electricity
- Ethanol
- Hydrogen
- Natural gas
- Propane

This site has more than 3,000 documents in its database, an interactive fuel station mapping system, current listings of available alternative fuel vehicles, and a lot of alternative fuels information and related links. The Central Fleet Program is proactive in meeting your agency's AFV needs and guidelines. Please contact your local Fleet Service Representative for more information at [www.eere.energy.gov/afdc/index.html](http://www.eere.energy.gov/afdc/index.html).

## OUR SERVICES

### Native American Business Center Holds First Rocky Mountain Region Workshop – Carolyn Helstrom

The Native American Business Center (NABC) held its first Rocky Mountain Region Native American Small Business Workshop on August 4, 2005, at the Denver Federal Center in Denver, CO. Carolyn Helstrom with NABC provided a presentation on GSA services, while Pennie Estrada, Director of the Small Business Utilization Center, provided an overview on obtaining a GSA Schedule and "How to Market Your Schedule." The Small Business Administration also provided training on how to obtain certifications for Small Disadvantaged Business, 8(a), and HUBZone. Ed Kephart, Director of the NABC, talked to the attendees on how GSA can better serve the Native American businesses. The Denver Metro Small Business Development Center's Jim Olp, discussed how to obtain funding for small businesses. Comments made by attendees, "...this was one of the best workshops ever attended..." Contact Carolyn Helstrom 303-236-8000 ext. 0717.

## ANNOUNCEMENTS

### GSA Auction Sales – Anna Friend

Purchase top-quality, pre-owned U.S. Government cars, trucks, and vans at substantial savings. Discover how "GSA Auto Auctions" can benefit you. Visit [www.autoauctions.gsa.gov](http://www.autoauctions.gsa.gov)

#### **GSA Fleet Vehicle Sales**

**Giving you great value is our goal**



**Public Vehicle Auctions Nationwide!**

### Rejuvenating the R8 Call Center – Dave Mowers

The R8 PBS Call Center has been in existence for 10 years. During this time, the Center operated primarily as an in-bound customer contact center. Its main objectives were to:

- Manage PBS customer concerns
- Maintain customer loyalty
- Support GSA associates with timely Systems and IT needs
- Manage and facilitate general customer support for informational calls from the general public.

Later this year, an R8 associate team will re-examine current Call Center processes and make recommended changes to ensure that services are consistent and properly linked to current business processes and objectives.

Some of the recommendations will require the Center to become increasingly responsive, technologically sophisticated, and cost effective. The Center will almost certainly continue serving as an in-bound customer contact center and a vital partner in GSA's service delivery. It will also continue to serve as a communications channel for GSA customers and the general public.

The team of GSA associates will begin their work by identifying Call Center customers. They will also study and implement new call center procedures, technologies, and measures to increase and reinforce PBS's customer-driven positioning. The result will entail a consistent "look and feel" to customers and associates. The processes are intended to be consistent; however, some flexibility will remain in place in order to accommodate differing needs of Call Center users. Results of these changes will deliver:

- Increased customer satisfaction and retention
- Improved operating efficiencies
- Best value solutions for customers

The vision of the R8 PBS Call Center is to become the premier world-class communicator of information to GSA customers, associates, and the general public.

### Fuel Conservation – Anna Friend

Fuel consumption and conservation is a critical concern not only for environmental reasons but also to reduce our dependency on foreign oil. Executive Order 13149 requires federal agencies to purchase fuel-efficient passenger vehicles and to reduce petroleum usage. Fuel conservation techniques include:

- Car-pooling
- Avoiding prolonged engine warm-up
- Planning and scheduling trips to reduce distance traveled and to avoid rush hour traffic
- Accelerating slowly
- Driving at a steady speed
- Limiting use of electrical accessories when not needed
- Eliminating engine idling while waiting
- Ensuring proper maintenance is performed on vehicles

## SUCCESS STORIES

### Greater Southwest and Rocky Mountain Region Host Customer Conference – Brenda Armijo

The Greater Southwest and Rocky Mountain Region hosted a joint customer conference from August 22-24 in Colorado Springs, CO. Over 200 regional and national customers and associates attended the event, exceeding their goal of 160 attendees.

Not only was the conference well attended, it successfully provided a venue for GSA to educate customers about new GSA initiatives, to network and collaborate with one another, and to provide customers direct access to GSA service providers.

The conference theme was "Building Our Future Together." Among the topics covered during the breakouts included:

- Managing Your Rent Bill
- What's New with RWAs
- GSAs Role in Security
- Real Property Management and Workplace Solutions
- GSA Service Delivery

In addition, GSA customers were able to take advantage of informative and interactive booths such as FTS, FSS, RWAs, and Technical Services.

Author and trainer, Debra Fine kicked-off the event Monday night with her speech on "The Fine Art of Small Talk," encouraging attendees to take advantage of this networking opportunity. The keynote address was presented by Administrator Stephen Perry, who commended both regions on their efforts, encouraging them to make this conference a tradition. Last but not least, professional speaker and consultant Dr. Joseph Michelli gave a moving speech on partnership with "Building our Future Together, Despite the Challenges of Today."

For more detailed information please visit the conference Web site at: <http://rmrpbs.gsa.gov/internet/r7r8cc> or contact Karma Phillips at 303.236.8000 ext. 2327 or Matthew Madison at 817.978.3875

## COMMUNITY INVOLVEMENT

### PBS Connecting With Its Local Children – Brenda Armijo

GSA selected Mr. Tim Rollins & KOS (Kids of Survival) to work with Fargo, ND area youth to create a mural for the Fargo Federal Building and Post Office, Fargo, ND. The project kick off will be at the Fargo Plains Art Museum on September 29th at 7:00 PM.

Tim Rollins and KOS have worked together collaboratively since the early 1980s when Rollins, a special education teacher, established an "Art and Knowledge" workshop for students with learning disabilities. Out of this grew a collective art practice based on texts that the group studied together. The method is simple. They read a book and deconstruct it, both physically and analytically. As Rollins reads aloud, the other artists "draw like crazy." Then they all sit down together and distill the thousand or so sketches until they arrive at a few, key images – pictures that look mysterious yet truthful. Finally, these fragments of literary criticism are transposed by various techniques on to the large, flat grid, or field, or printed pages.

For the Fargo project, Mr. Rollins envisions a week long workshop in Fargo that will engage a select group of youths from the Fargo/Moorhead area to create a large mural for the lobby of the Federal Building and several smaller images to be placed in the elevator lobbies on each floor. GSA is pursuing this unique opportunity to better connect and educate kids about the impact the agency has on their community. For more information, contact Janet Preisser at (303) 236-8000 ext. 5248.

## ANNOUNCEMENT

### Get Odometer Readings from the Pump (GORP) – Anna Friend

Get Odometer Readings from the Pump (G.O.R.P), is a new system to report your monthly mileages for your GSA vehicle(s). How does G.O.R.P work? The driver enters the correct mileage at the pump, or a vendor enters the mileage for a repair. The data is then transmitted to GSA through its internal systems and generates a monthly report. Along with successful mileage updates, G.O.R.P. will also provide GSA customers with:

- Miles already reported before G.O.R.P. - (new assignments, Mileage Express, etc.)
- "Funny miles" entered at the pump - (0, 99999, 12345, 0, etc.)
- Too many miles - more than 3.5 times the usual average for this vehicle
- Negative miles - backwards by 500 miles or more
- Same miles - pump reading same as last month's ending mileage
- No miles anywhere

Please contact your local Fleet Service Representative for more information and assistance in using this new customer friendly tool.



## ANNOUNCEMENT

### Federal (Fleet Related) Legislation Update for FY05 – Anna Friend

The federal government and many states have incentives that encourage people to reduce oil consumption through the use of alternative fuel vehicles. The goal is to decrease the nation's dependence on foreign oil, enhancing our nation's energy security and improving environmental quality. Congress passed and sent the **H.R. 6, ENERGY POLICY ACT OF 2005** to President Bush for his signature. The legislation includes the following provisions.

**EPACT Amendments** – Allows covered fleet operators to apply for a waiver of the requirements of EPACT by demonstrating alternative means of reducing petroleum use; includes certain electric utility vehicles in the exemption for emergency vehicles; directs DOE to study the effectiveness of the EPACT fleet mandates and report back to the Congress by February 2006. [Note: The legislation does include credit provisions for hybrids or an increase in the biodiesel credit.]

**Tax Incentives for Alternative Fuels and Advanced Technology Vehicles** – Provides tax credits for the purchase of hybrid, fuel cell, advanced lean burn diesel and other alternative power vehicles. The size of the credit varies depending on the weight class of the vehicle and the rated fuel economy. This incentive provides a 30 percent credit (up to \$30,000) for investments in alternative fuel refueling stations. Qualifying fuels include:

- E-85
- Natural gas
- Hydrogen
- Biodiesel

The credit applies to:

- Property placed in service before December 31, 2009
- Hydrogen property only
- Property placed in service before December 31, 2014

Further, it extends the income and excise tax credits for biodiesel through December 31, 2008.

**Tax Incentives for Government Fleets and Other Non-profit entities** – To ensure that tax incentives provide some level of benefit to government and other nonprofit fleets, the legislation requires that in the case of sale, but not a lease, to a tax exempt entity, the vehicle seller is entitled to the tax credit, but only if the seller clearly discloses to the purchaser the amount of any credit allowable with respect to the vehicle.

**Retrofit of Existing Diesel Vehicles and Engines** – Includes funding to establish a voluntary national grant and loan programs for diesel emission reduction projects and programs that improve air quality and protect public health. Not less than 50 percent of the available funds are to go to public fleets.

GSA Fleet has been providing quality Alternative Fuel Vehicles to the federal community since 1991. GSA has purchased over 68,000 of these vehicles for its customers, making GSA Fleet the second largest AFV fleet in the United States. Currently, GSA Fleet has over 30,000 AFVs in its inventory.